

# 1999-01 Performance Progress Report

## For Quarter Ending June 2001

Agency 142

### Board of Tax Appeals

#### Mission

The Board of Tax Appeals maintains public confidence in the state tax system and assures uniformity of taxation by timely adjudication of taxpayer and taxing authority appeals in a convenient, economical and unbiased forum.

**Goal** Resolve all state tax appeals in a timely, convenient, and economical manner by issuing comprehensive written decisions that are based on state statutes, case law, and Board precedent and that provide uniformity of taxation.

**Performance Measure** Average turnaround time (in months) for standard appeals from filing of a notice of appeal to closure.

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				6.5				7.0
Actual				7.7				10.1
Date Measured								6/30/2001

**Performance Measure** Number of appeals closed.

Output	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				1,500				1,350
Actual				1,072				1,130
Date Measured								6/30/2001

**Performance Measure** Percentage of decisions issued within one year of the filing of a Notice of Appeals.

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				80%				85%
Actual				93%				73%
Date Measured				6/30/2000				6/30/2001

**Performance Measure** Percentage of decisions issued within 90 days of the hearing.

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				85%				90%
Actual				92%				63%
Date Measured				6/30/2000				6/30/2001

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**Performance Measure** Average cost per appeal closed.

Efficiency	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				\$530				\$750
Actual				\$885				\$883
Date Measured				6/30/2000				6/30/2001